

# Searching for Customers

Customer Search allows you to find customers already in your database. Once you have located the customer, you can view the information or change it (such as address, phone number, or account information). You can search for a customer while entering an order (from the Customer field in Order Entry or Point of Sale) or from the FTD Mercury Main Menu.

## To search for customers from the FTD Mercury Main Menu:

1. On the **FTD Mercury Main Menu**, in the **Search** area, click **Customer**. The **Customer Search** window opens.
2. In the **Search Parameters** area, enter information to locate the customer. If you enter more than one parameter, the customer must match all parameters to be included in the results list.
3. Click **Search**. Customers who match your search criteria appear in the results list below the **Search Parameters** area.
4. Double-click on a customer in the results list to view information in the **Customer Detail Information** window.

When you are entering a sale and enter the customer name, phone number, or account number, FTD Mercury searches the customer database. If multiple customers are found with the same or similar name, the Customer Search window asks you to select the correct customer. If no customer matches the name you entered, you are asked if you want to add the new customer to your database.



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**Customer Search**

Search Parameters

☐ Customer Name    ☐ Email Address    ☐ Contact Name  
☐ Account ID    ☐ Credit Card #    ☐ Contact Phone  
☐ Phone    ☐ Recipient Name    ☐ Customers with Standing Orders

☒ City/State: [Oak Park] [IL ILLINOIS]

**Search**

Account	Customer Name	Address	City	State	Postal Code	Phone	Aging	Balance
000002	Arny Adams	123 Washington	OAK PARK	IL	60304	630-445-2010	0	240.14
	April Dand	215 Wisconsin Avenue	OAK PARK	IL	60304	630-773-1240	0	0.00
	Sylvia Woods	434 West Harrison	OAK PARK	IL	60304	630-889-3544	0	0.00
000008	Aaron Frodozak	2113 Woodcreek Dr	OAK PARK	IL	60305	630-721-5534	90	874.78

**Add** **Close**

Enter your search parameters to locate the customer. If you select multiple parameters, the customer must match all of them to appear in the results list.

Customer Search results are color coded; customers who are highlighted in **red** have past-due accounts and customers highlighted in **yellow** are inactive.

